# *AMENDMENT*

Please replace all prior versions and listings of claims in the Application with the following Listing of Claims.

***Listing of Claims***

1. (***Currently Amended***) A method for managing network services associated with a service level management domain to provide service level management, the method comprising the steps of:

monitoring, by a plurality of monitoring agents, operational characteristics of a network service associated with a service level management domain and supporting one or more business processes under service level management, each monitoring agent detecting events of a select type of the associated operational characteristics from the network service and mapping such events into alarms;

transmitting the alarms from the plurality of monitoring agents to an alarm correlation agent, which analyzes the alarms to produce correlated alarms; and

transmitting the correlated alarms to an enterprise management system to analyze, across ~~the~~ a network, causes of the correlated alarms;

whereby the alarms and the correlated alarms are indicative of a degradation in service level or potential degradation in service level~~types of messages to an overseer that something is wrong or about to go wrong~~.

2. (***Canceled***)

3. (***Previously Presented***) The method according to claim 1, further comprising the steps of:

identifying one or more business processes under service level management depending on one or more of the network services associated with the service level management domain;

relating network components to the one or more network services, the monitoring agents monitoring the network components to obtain information representing operational data of the related network services;

determining a state of the business process under service level management based upon the component information, wherein the component information determines a measured level of service and wherein the level of service affects the operation of the business process; and

displaying service level management information regarding at least one of a group including availability, faults, configuration, integrity, security, reliability, performance and accounting of the measured level of service.

4. (***Previously Presented***) The method according to claim 3, further comprising determining service parameters to measure the level of service of the network services associated with the service level management domain and supporting the one or more business processes under service level management.

5. (***Original***) The method according to claim 4, further comprising representing the component information by one or more component parameters and wherein the component parameters are mapped into the service parameters.

6. (***Previously Presented***) The method according to claim 5, further comprising determining whether service levels are satisfied in accordance with a service level management agreement by comparing service parameters with predetermined service levels.

7. (***Withdrawn***) A method of multilevel, multidomain alarm-to-service mapping comprising:

(a) conducting intradomain event correlation at a first level, wherein:

input events are received by a monitor provided for each domain;

instructions provide control for each domain; and

input events are interpreted and correlated for each domain;

(b) conducting intradomain alarm-to-service mapping at a second level, wherein:

input events are received by a monitor provided for each domain; instructions provide control for each domain; and

input events are interpreted and correlated for each domain; and

(c) conducting interdomain alarm correlation at a third level, wherein:

input events are received by a monitor provided for each domain;

instructions provide control for each domain; and

input events are interpreted and correlated across multiple domains.

8. (***Withdrawn***) A multilevel architecture for service level management of a network, the architecture performing a method comprising:

providing a reactive level for monitoring components in the network for providing service level management; and

providing a next higher level of a more deliberative decision-making for providing service level management.

9. (***Withdrawn***) The multilevel architecture according to claim 8, further comprising a step of providing a proactive level for monitoring components, wherein the proactive level provides automatic actions in response to monitored component data, the proactive level providing service level management operations for the network.

10. (***Withdrawn***) The multilevel architecture according to claim 8, further comprising receiving, by the reactive level, component parameters from the components, and relating the component parameters to one or more services that affect a business process.

11. (***Withdrawn***) The multilevel architecture according to claim 10, wherein the component parameters are related by at least one of a group of levels including the reactive level, next higher level, and proactive level.

12. (***Withdrawn***) A system for managing a network comprising:

an agent operable to receive operational data from at least one component of the network, the at least one component being related to a service on which a business process depends; and

a correlator operable to determine a state of the business process based upon the operational data, wherein the operational data of the component determines a measured level of service and wherein the level of service affects the operation of the business process.

13. (***Withdrawn***) The system according to claim 12, further an interface that is configured to indicate to a user, information regarding at least one of a group including availability, faults, configuration, integrity, security, reliability, performance and accounting of the measured level of service.

14. (***Withdrawn***) The system according to claim 12, wherein the correlator monitors service parameters to determine the measured level of service.

15. (***Withdrawn***) The system according to claim 14, wherein the operational data are represented by one or more component parameters and wherein the component parameters are mapped into the service parameters.

16. (***Withdrawn***) The system according to claim 15, wherein the correlator determines whether service levels are satisfied by comparing service parameters with predetermined service levels.

17. (***Withdrawn***) A system for managing a network comprising:

one or more agents operable to receive operational data from at least one component of the network, the at least one component being related to a service on which a business process depends, wherein the agent is configured to determine a state of the business process based upon the operational data, wherein the operational

date of the component determines a level of service, and wherein the level of service affects the operation of the business process.

18. (***Withdrawn***) The system according to claim 17, further comprising an interface that is configured to indicate to a user, information regarding at least one of a group including faults, configuration, security, accounting, and performance of the measured level of service.

19. (***Withdrawn***) The system according to claim 17, wherein the agent monitors service parameters to measure the level of service.

20. (***Withdrawn***) The system according to claim 19, wherein the operational data are represented by one or more component parameters and wherein the component parameters are mapped into the service parameters.

21. (***Withdrawn***) The system according to claim 20, wherein the agent determines whether service levels are satisfied by comparing service parameters with predetermined service levels.

22. (***Canceled***)

23. (***Previously Presented***) A method for monitoring a business process having at least one service associated with a service level management domain to provide service level management for an entity performing the business process, the service having a predefined state expressed as a range of values representing a grade of service, the method comprising the steps of:

collecting data on one or more resources of a network associated with the service level management domain, the network being capable of performing one or more functions to provide the entity with a service to allow the entity to perform the business process;

monitoring one or more parameters from the collected data, the one or more parameters providing an indication of an operational characteristic of the service provided by the network;

determining from the operational characteristic a value in the range of values, the value being a performance index of the grade of the service associated with the service level management domain; and

monitoring the value to provide service level management for the entity performing the business process.

24. (***Previously Presented***) The method of claim 23, further comprising the step of determining a state of the business process from the value.

25. (***Previously Presented***) The method of claim 23, further comprising the steps of,

determining a service level of the service, the service level being defined by a service level agreement; and

monitoring the service level of the service to monitor the business process.

26. (***Previously Presented***) The method of claim 23, wherein the service level management domain comprises, an enterprise network.

27. (***Previously Presented***) A method for providing an entity with service level management of a business process, the method comprising the steps of:

monitoring a business process having at least one service associated with a service level management domain to provide service level management for an entity performing a business process, the service having a predefined state expressed as a range of values;

collecting data on one or more resources of a network associated with the service level management domain, the network being capable of performing one or more functions to provide the entity with a service to allow the entity to perform the business process;

monitoring one or more parameters from the collected data, the one or more parameters providing an indication of an operational characteristic of the service provided by the network;

determining from the operational characteristic a value from the range of values, the value being a performance index of the service associated with the service level management domain indicating one of an acceptable state of the service, an unacceptable state of the service, or an imminent change from an acceptable state to an unacceptable state of the service; and

taking an action to effect a change to the one or more parameters if the value indicates either the unacceptable state of the service or the imminent change in the state of the service.